

**Appendix 4 to
Tenth Amendment of
Master Service Agreement**

April 30, 2014



**Attachment to Data Center Services
Service Component Provider
Master Services Agreement**

DIR Contract NO. DIR-DCS-SCP-MSA-003

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Xerox Corporation

**Attachment 4-D
Resource Baselines**

April 30, 2014

Resource Description		Units	Stub Period	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
	O365 - Kiosk Workers Plan 1 (b)	Accounts	-	3,015	3,015	3,015	3,015	3,015	3,015	3,015	3,015
	O365 - Educational Plan A3	Accounts	-	-	-	-	-	-	-	-	-
	O365 - Suite E3	Accounts	-	-	-	-	-	-	-	-	-
	O365 - Suite G3	Accounts	-	-	-	-	-	-	-	-	-
	Hosted Secure	Accounts	-	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500
	Enterprise File and Print	Instances	-	-	-	-	-	-	-	-	-

Server Storage

Consolidated Data Centers (ADC/SDC)

Enterprise Storage

	Tier 1 - Mission Critical - High Speed	GB	-	21,903	27,745	33,588	39,431	42,352	42,352	42,352	42,352
	Tier 2 - Business Critical	GB	50,141	472,484	575,732	678,979	782,227	833,851	833,851	833,851	833,851
	Tier 3 - Archive - Online, Long Term Retention	GB	-	40,553	66,510	92,467	118,424	131,403	131,403	131,403	131,403

Tape and Backup

	Server Tape Stored - TSM	GB Stored	903,817	3,370,380	3,412,997	3,455,614	3,498,231	3,519,540	3,519,540	3,519,540	3,519,540
	Offsite Tape Storage	Tapes	11,792	13,825	25,084	36,343	47,603	53,232	53,232	53,232	53,232

Non-Consolidated Service Locations

Disk Storage

	Dedicated and Shared	GB	1,240,143	664,964	529,916	394,869	259,821	192,298	192,298	192,298	192,298
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Tape and Backup

	Server Tape Stored - TSM	GB Stored	370,809	1,190,746	1,148,129	1,105,511	1,062,894	1,041,586	1,041,586	1,041,586	1,041,586
(a)	Server Tape - Other	GB Writes	1,589,485	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874
	Offsite Tape Storage	Tapes	51,529	59,497	48,238	36,979	25,719	20,090	20,090	20,090	20,090

Other Storage

	Optical	GB	134	83	83	83	83	83	83	83	83
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Miscellaneous Server Services

	Hardware Services Charges (HSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Software Charge (SSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Hardware Maintenance - DIR Customer-Owned STM Servers	Server	4,495	4,046	3,147	2,248	1,349	450	-	-	-

MSI Services

	CPU Hour	CPU Hour	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778
	Print Images	Images	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560
	STM Server Instances	Instances	4,983	3,960	3,899	3,838	3,777	3,749	3,749	3,749	3,749
	DIR Customer Support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Chargeback Users	Users	162	162	162	162	162	162	162	162	162
	Remedy Licenses	Licenses	100	132	132	132	132	132	132	132	132
	SCP Service Level Measures	Measures	86	86	86	86	86	86	86	86	86
	Program Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

- (a) No assumption has been made regarding Transformation of the Server Tape - Other RU volumes. It is assumed that this baseline volume would be reduced as a result of Transformation with an increase in Consolidated Server Tape Stored - TSM RU volumes. However, it has not been determined how the volumes would convert from Other to TSM at this point.
- (b) These email volumes are based off of the initial timeline of planned migrations for all agencies expecting to move to O365 and show the agencies on their future email platform for the year in which they migrated over.
- (c.) Exadata Instances and Enterprise File and Print Instances and Appliances are included in MSI STM server instances.
- (d) Courier volumes are 25,725 for first 10 months and 8,300 for final two months of FY1
- (e) Volumes for Tier 3R are calculated monthly in accordance with the provisions of **Exhibit 4.**

Resource Baseline Units

Agency: Consolidated Enterprise

Year 1

Resource Description		Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Mainframe Services																					
IBM																					
CPU Hour	CPU Hour	-	-	-	-	-	-	81	-	363	-	16	657	-	30	-	-	-	-	1,511	-
CPU Hour - Specialty Engine	CPU Hour	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IBM Mainframe Allocated Application DASD	GB	-	-	-	-	-	-	231	-	287	-	75	14,516	-	382	-	-	-	-	4,013	-
IBM Application Tapes in Storage - VTS	GB	-	-	-	-	-	-	8,082	-	7,478	-	462	61,511	-	1,725	-	-	-	-	32,653	-
IBM Offsite Tape Storage	Tape/Reel	-	-	-	-	-	-	5	-	153	-	109	34	-	-	-	-	-	-	20	-

Print and Mail Services																					
Print Images	Images	-	-	-	-	-	2,779,350	72,502	7,220,001	-	214,658	-	-	186,157	-	-	-	44,936	504,542	309,918	
Mailing Insertions	Inserts	-	-	-	-	-	-	-	1,492,999	-	-	-	-	21,748	-	-	-	11,859	-	70,840	
Courier	Jobs Delivered	-	-	-	-	-	111	270	274	-	2,999	-	-	2,739	-	-	-	3	-	1,222	

Server Services																						
Service Tier Matrix																						
Consolidated Data Centers Support (ADC/SDC)																						
Intel (Wintel, Novell, Linux, non-Unix)																						
	Gold	Instance	25	-	11	-	5	14	61	67	-	13	30	10	-	-	-	28	-	2	37	
	Silver	Instance	40	19	15	8	-	7	8	73	4	13	54	1	8	-	-	21	-	5	8	
	Bronze	Instance	14	13	-	12	-	3	131	10	-	21	53	1	3	-	23	15	-	37	18	
UNIX																						
	Gold	Instance	1	-	8	-	43	4	4	11	-	-	18	-	-	-	-	1	-	-	3	
	Silver	Instance	3	2	8	1	-	2	-	34	-	9	62	-	-	-	-	-	-	6	4	
	Bronze	Instance	1	-	-	1	11	-	6	3	-	-	35	-	4	-	-	-	-	3	6	
Non-Consolidated Support (non ADC/SDC)																						
Intel (Wintel, Novell, Linux, non-Unix)																						
	Gold	Instance	15	-	5	-	-	2	165	18	-	-	9	3	-	3	-	122	-	2	1	
	Silver	Instance	24	3	-	-	-	10	151	149	-	20	10	1	23	12	-	72	-	4	1	
	Bronze	Instance	20	6	27	-	-	14	192	73	-	3	4	2	11	7	-	34	-	89	5	
UNIX																						
	Gold	Instance	-	-	-	-	-	1	2	11	-	1	7	-	-	2	-	9	-	-	-	
	Silver	Instance	-	7	-	-	-	-	-	73	-	-	6	-	14	-	-	7	-	-	-	
	Bronze	Instance	-	1	-	-	-	1	1	14	-	-	-	-	14	3	-	1	-	2	2	
Total Service Tier Matrix Instances				143	51	74	22	59	58	721	536	4	80	288	18	77	27	23	310	-	150	85

[illegible]

Server Storage	
Consolidated Data Centers (ADC/SDC)	

[illegible]

Resource Baseline Units

Agency: Consolidated Enterprise

Year 1

Resource Description	TDLR	TxDOT	TEA	TFC	THECB	TPWD	TSLAC	TVC	TWC	TJJD	WDB	ASU	Total
Mainframe Services													
IBM													
CPU Hour	-	235	-	-	-	-	-	-	1,737	9	-	-	4,639
CPU Hour - Specialty Engine	-	-	-	-	-	-	-	-	139	-	-	-	139
IBM Mainframe Allocated Application DASD	-	1,536	628	-	-	-	-	-	2,453	129	-	-	24,249
IBM Application Tapes in Storage - VTS	-	12,122	-	-	-	-	-	-	93,819	540	-	-	218,392
IBM Offsite Tape Storage	-	687	-	-	-	-	-	-	44	133	-	-	1,185

Print and Mail Services														
Print Images	-	-	20,365	38,969	113,981	-	-	-	6,073,182	-	-	-	17,578,560	
Mailing Insertions	-	-	-	-	90,131	-	-	-	1,621,219	-	-	-	3,308,796	
Courier	-	-	352	-	134	-	-	-	196	-	-	-	8,300	

Server Services																							
Service Tier Matrix																							
Consolidated Data Centers Support (ADC/SDC)																							
Intel (Wintel, Novell, Linux, non-Unix)																							
Gold	-	-	27	2	21	1	-	3	-	12	-	1	370										
Silver	10	49	14	-	8	10	-	-	-	1	-	10	386										
Bronze	1	9	29	7	16	7	13	-	-	13	-	-	449										
UNIX																							
Gold	-	-	5	-	2	1	-	-	21	-	-	10	132										
Silver	-	4	-	-	1	1	-	-	-	-	-	17	154										
Bronze	-	1	-	-	-	-	-	-	22	-	-	-	93										
Non-Consolidated Support (non ADC/SDC)																							
Intel (Wintel, Novell, Linux, non-Unix)																							
Gold	-	14	92	-	2	-	-	-	23	7	2	-	485										
Silver	-	31	20	-	1	15	-	-	34	5	15	-	601										
Bronze	1	463	33	1	6	23	1	-	26	11	13	-	1,065										
UNIX																							
Gold	-	3	18	-	-	6	-	-	1	-	-	-	61										
Silver	-	5	14	-	-	6	-	-	2	-	-	-	134										
Bronze	-	8	8	-	-	12	-	-	1	-	-	-	68										
Total Service Tier Matrix Instances											12	587	260	10	57	82	14	3	130	49	30	38	3,998

[illegible]

Server Storage	
Consolidated Data Centers (ADC/SDC)	

[illegible]

Resource Baseline Units

Agency: Consolidated Enterprise

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
	CPU Hour	CPU Hour	4,623	4,639
	CPU Hour - Specialty Engine	CPU Hour	139	139
	IBM Mainframe Allocated Application DASD	GB	24,174	24,249
	IBM Application Tapes in Storage - VTS	GB	217,930	218,392
	IBM Offsite Tape Storage	Tape/Reel	1,819	1,185
Print and Mail Services				
	Print Images	Images	17,578,560	17,578,560
	Mailing Insertions	Inserts	3,308,796	3,308,796
	Courier	Jobs Delivered	25,725	8,300
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
	Gold	Instance	374	369
	Silver	Instance	501	376
	Bronze	Instance	291	449
UNIX				
	Gold	Instance	283	122
	Silver	Instance	194	137
	Bronze	Instance	75	93
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
	Gold	Instance	609	485
	Silver	Instance	1,065	601
	Bronze	Instance	1,063	1,065
UNIX				
	Gold	Instance	188	61
	Silver	Instance	242	134
	Bronze	Instance	97	68
	Total Service Tier Matrix Instances		4,983	3,960
Utility Servers				
	Email Accounts - Consolidated	Accounts	7,574	580
	Email Accounts - Remote	Accounts	27,924	9,922
	O365 - Exchange Plan 1	Accounts	-	12,625
	O365 - Exchange Plan 2	Accounts	-	110
	O365 - Office Suite E1	Accounts	-	3,260
	O365 - Office Suite G1	Accounts	-	-
	O365 - Kiosk Workers Plan 1	Accounts	-	3,015
	O365 - Educational Plan A3	Accounts	-	-
	O365 - Suite E3	Accounts	-	-
	O365 - Suite G3	Accounts	-	-
	Hosted Secure	Accounts	-	6,500
	Enterprise File and Print	Instances	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
	Tier 1 - Mission Critical - High Speed	GB	-	21,903
	Tier 2 - Business Critical	GB	50,141	472,484
	Tier 3 - Slow I/O Limited Transaction	GB	-	40,553
	Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup				
	Server Tape Stored - TSM	GB Stored	903,817	3,370,380
	Offsite Tape Storage	Tapes	11,792	13,825
Non-Consolidated Service Locations				
Disk Storage				
	Dedicated and Shared	GB	1,240,143	664,964
Tape and Backup				
	Server Tape Stored - TSM	GB Stored	370,809	1,190,746
	Server Tape - Other	GB Writes	1,589,485	1,195,874
	Offsite Tape Storage	Tapes	51,529	59,497
Other Storage				
	Optical	GB	134	83
Miscellaneous Server Services				
	Hardware Services Charges (HSC	N/A	-	-
	Software Charge (SSC)	N/A	-	-
	Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
	Appliances	Appliance	-	-

(a) Courier volumes are 25,725 for first 10 months and 8,300 for final two months of FY1

Resource Baseline Units

Agency: DADS

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	20	25
Silver		Instance	43	40
Bronze		Instance	14	14
UNIX				
Gold		Instance	3	1
Silver		Instance	7	3
Bronze		Instance	2	1
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	4	15
Silver		Instance	35	24
Bronze		Instance	4	20
UNIX				
Gold		Instance	0	-
Silver		Instance	0	-
Bronze		Instance	0	-
Total Service Tier Matrix Instances			132	143
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	584
Tier 2 - Business Critical		GB	-	30,451
Tier 3 - Slow I/O Limited Transaction		GB	-	300
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	61,854	62,970
Offsite Tape Storage		Tapes	183	145
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	48,374	27,072
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	5,081
Server Tape - Other		GB Writes	28,112	96,086
Offsite Tape Storage		Tapes	827	899
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: DARS

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	13	-
Silver		Instance	5	19
Bronze		Instance	13	13
UNIX				
Gold		Instance	3	-
Silver		Instance	3	2
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	5	-
Silver		Instance	2	3
Bronze		Instance	148	6
UNIX				
Gold		Instance	4	-
Silver		Instance	5	7
Bronze		Instance	2	1
Total Service Tier Matrix Instances			203	51
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	6,484
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	5,441	59,973
Offsite Tape Storage		Tapes	199	501
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	52,498	6,637
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	291
Server Tape - Other		GB Writes	129,062	97,675
Offsite Tape Storage		Tapes	1,089	1,057
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: DFPS

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	8	11
Silver		Instance	32	15
Bronze		Instance	-	-
UNIX				
Gold		Instance	14	8
Silver		Instance	6	8
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	5	5
Silver		Instance	23	-
Bronze		Instance	-	27
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			88	74
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	44,207
Tier 3 - Slow I/O Limited Transaction		GB	-	772
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	38,447	126,672
Offsite Tape Storage		Tapes	3,435	4,015
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	42,944	9,002
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Server Tape - Other		GB Writes	35,986	8,591
Offsite Tape Storage		Tapes	-	-
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: DIR-A

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	6	-
Silver		Instance	11	8
Bronze		Instance	5	12
UNIX				
Gold		Instance	1	-
Silver		Instance	1	1
Bronze		Instance	2	1
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	0	-
Silver		Instance	0	-
Bronze		Instance	2	-
UNIX				
Gold		Instance	2	-
Silver		Instance	1	-
Bronze		Instance	3	-
Total Service Tier Matrix Instances			34	22
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	4,455	5,751
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	32,612	20,136
Offsite Tape Storage		Tapes	103	-
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	4,455	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	9,260
Server Tape - Other		GB Writes	9,601	622
Offsite Tape Storage		Tapes	102	81
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: DIR-TXO

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	5	5
Silver		Instance	-	-
Bronze		Instance	1	-
UNIX				
Gold		Instance	53	43
Silver		Instance	-	-
Bronze		Instance	8	11
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			67	59
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	12,523	12,162
Tier 3 - Slow I/O Limited Transaction		GB	-	2,750
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Offsite Tape Storage		Tapes	334	396
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Server Tape - Other		GB Writes	32,249	31,361
Offsite Tape Storage		Tapes	-	624
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: DMV

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	81	81
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	231	231
IBM Application Tapes in Storage - VTS	GB	8,082	8,082
IBM Offsite Tape Storage	Tape/Reel	314	5

Print and Mail Services			
Print Images	Images	2,779,350	2,779,350
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	111	111

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	14
Silver	Instance	8	7
Bronze	Instance	0	3
UNIX			
Gold	Instance	4	4
Silver	Instance	3	2
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	14	2
Silver	Instance	25	10
Bronze	Instance	1	14
UNIX			
Gold	Instance	4	1
Silver	Instance	2	-
Bronze	Instance	-	1
Total Service Tier Matrix Instances		65	58

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	626	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	800
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	2,876
Tier 3 - Slow I/O Limited Transaction	GB	-	731
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Offsite Tape Storage	Tapes	130	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	58,492	6,533
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	1,862	-
Other Storage			
Optical Storage	GB	19	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: DSHS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services			
Print Images	Images	72,502	72,502
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	270	270

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	52	61
Silver	Instance	60	8
Bronze	Instance	47	131
UNIX			
Gold	Instance	4	4
Silver	Instance	4	-
Bronze	Instance	3	6
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	126	165
Silver	Instance	164	151
Bronze	Instance	164	192
UNIX			
Gold	Instance	6	2
Silver	Instance	3	-
Bronze	Instance	2	1
Total Service Tier Matrix Instances		635	721

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	292
Tier 2 - Business Critical	GB	-	47,892
Tier 3 - Slow I/O Limited Transaction	GB	-	11,768
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	14,424	237,301
Offsite Tape Storage	Tapes	255	677
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	121,743	121,330
Tape and Backup			
Server Tape Stored - TSM	GB Stored	30,451	357,625
Server Tape - Other	GB Writes	211,735	264,528
Offsite Tape Storage	Tapes	9,825	12,597
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: HHSC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	363	363
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	287	287
IBM Application Tapes in Storage - VTS	GB	7,478	7,478
IBM Offsite Tape Storage	Tape/Reel	117	153

Print and Mail Services			
Print Images	Images	7,220,001	7,220,001
Mailing Insertions	Inserts	1,492,999	1,492,999
Courier	Jobs Delivered	17,199	274

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	20	67
Silver	Instance	62	73
Bronze	Instance	40	10
UNIX			
Gold	Instance	33	11
Silver	Instance	88	34
Bronze	Instance	7	3
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	47	18
Silver	Instance	160	149
Bronze	Instance	116	73
UNIX			
Gold	Instance	46	11
Silver	Instance	116	73
Bronze	Instance	28	14
Total Service Tier Matrix Instances		763	536

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	11,063
Tier 2 - Business Critical	GB	-	103,184
Tier 3 - Slow I/O Limited Transaction	GB	-	2,045
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	441,770	1,322,957
Offsite Tape Storage	Tapes	3,398	4,140
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	112,998	75,242
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	239,877	213,672
Offsite Tape Storage	Tapes	1,421	5,462
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: HPC

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	-	4
Bronze		Instance	-	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	4	-
Silver		Instance	-	-
Bronze		Instance	-	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			4	4
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	1,213
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	1,601
Offsite Tape Storage		Tapes	-	3
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	695	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Server Tape - Other		GB Writes	-	-
Offsite Tape Storage		Tapes	-	-
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: OAG

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour		16
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB		75
IBM Application Tapes in Storage - VTS	GB		462
IBM Offsite Tape Storage	Tape/Reel		109

Print and Mail Services			
Print Images	Images		214,658
Mailing Insertions	Inserts		-
Courier	Jobs Delivered	2,999	2,999

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	17	13
Silver	Instance	18	13
Bronze	Instance	16	21
UNIX			
Gold	Instance	4	-
Silver	Instance	8	9
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	10	-
Silver	Instance	28	20
Bronze	Instance	8	3
UNIX			
Gold	Instance	1	1
Silver	Instance	5	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		115	80

Utility Servers			
Email Accounts - Consolidated	Accounts	1,776	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	2,100
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	42,042
Tier 3 - Slow I/O Limited Transaction	GB	-	2,831
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	30,372	142,590
Offsite Tape Storage	Tapes	389	572
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	52,249	5,523
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	5,576
Server Tape - Other	GB Writes	21,125	5,064
Offsite Tape Storage	Tapes	1,385	1,456
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A		-
Software Charge (SSC)	N/A		-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A		-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: OAGCS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	657	657
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	14,516	14,516
IBM Application Tapes in Storage - VTS	GB	61,511	61,511
IBM Offsite Tape Storage	Tape/Reel	21	34

Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	21	30
Silver	Instance	31	54
Bronze	Instance	36	53
UNIX			
Gold	Instance	117	18
Silver	Instance	37	62
Bronze	Instance	9	35
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	23	9
Silver	Instance	85	10
Bronze	Instance	13	4
UNIX			
Gold	Instance	55	7
Silver	Instance	18	6
Bronze	Instance	-	-
Total Service Tier Matrix Instances		445	288

Utility Servers			
Email Accounts - Consolidated	Accounts	3,434	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	4,400
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	1,503
Tier 2 - Business Critical	GB	-	49,869
Tier 3 - Slow I/O Limited Transaction	GB	-	6,630
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	2,450	105,829
Offsite Tape Storage	Tapes	125	316
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	79,039	11,008
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	2,881
Server Tape - Other	GB Writes	56,918	14,424
Offsite Tape Storage	Tapes	345	291
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: PUC

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	10	10
Silver		Instance	2	1
Bronze		Instance	4	1
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	4	3
Silver		Instance	1	1
Bronze		Instance	3	2
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			24	18
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	222	222
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	1,521	1,133
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	5,304	4,007
Offsite Tape Storage		Tapes	49	32
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	1,521	2,774
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	111
Server Tape - Other		GB Writes	8,197	8,585
Offsite Tape Storage		Tapes	52	146
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: RRC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	30	30
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	382	382
IBM Application Tapes in Storage - VTS	GB	1,725	1,725
IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services			
Print Images	Images	186,157	186,157
Mailing Insertions	Inserts	21,748	21,748
Courier	Jobs Delivered	2,739	2,739

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	11	8
Bronze	Instance	2	3
UNIX			
Gold	Instance	-	-
Silver	Instance	16	-
Bronze	Instance	0	4
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	24	23
Bronze	Instance	13	11
UNIX			
Gold	Instance	-	-
Silver	Instance	34	14
Bronze	Instance	5	14
Total Service Tier Matrix Instances		107	77

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	752	752
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	2,399
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	1,177	23,732
Offsite Tape Storage	Tapes	108	57
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	16,383	3,775
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,230
Server Tape - Other	GB Writes	44,175	22,596
Offsite Tape Storage	Tapes	1,669	5,213
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: SOS

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
UNIX				
Gold		Instance	5	-
Silver		Instance	2	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	5	3
Silver		Instance	13	12
Bronze		Instance	-	7
UNIX				
Gold		Instance	1	2
Silver		Instance	0	-
Bronze		Instance	-	3
Total Service Tier Matrix Instances			26	27
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	255	255
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	-
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	994	7,735
Offsite Tape Storage		Tapes	5	-
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	11,079	18,934
Tape and Backup				
Server Tape Stored - TSM		GB Stored	12,590	60,145
Server Tape - Other		GB Writes	-	-
Offsite Tape Storage		Tapes	899	1,097
Other Storage				
Optical Storage		GB	52	83
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TABC

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	9	-
Silver		Instance	13	-
Bronze		Instance	3	23
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	2	-
Silver		Instance	4	-
Bronze		Instance	21	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			52	23
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	654	654
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	3,737
Tier 3 - Slow I/O Limited Transaction		GB	-	1,090
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	12,873	86,124
Offsite Tape Storage		Tapes	224	299
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	7,639	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	5,665
Server Tape - Other		GB Writes	2,724	2,788
Offsite Tape Storage		Tapes	51	55
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TCEQ

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour		
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	35	28
Silver		Instance	7	21
Bronze		Instance	8	15
UNIX				
Gold		Instance	-	1
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	186	122
Silver		Instance	48	72
Bronze		Instance	30	34
UNIX				
Gold		Instance	17	9
Silver		Instance	9	7
Bronze		Instance	2	1
Total Service Tier Matrix Instances			342	310
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	451
Tier 2 - Business Critical		GB	-	13,555
Tier 3 - Slow I/O Limited Transaction		GB	-	2,083
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	175	575,065
Offsite Tape Storage		Tapes	97	307
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	161,357	80,422
Tape and Backup				
Server Tape Stored - TSM		GB Stored	233,645	69,402
Server Tape - Other		GB Writes	7,494	8,050
Offsite Tape Storage		Tapes	2,699	2,440
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TDA

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services			
Print Images	Images	44,936	44,936
Mailing Insertions	Inserts	11,859	11,859
Courier	Jobs Delivered	3	3

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		-	-

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	-
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Offsite Tape Storage	Tapes	-	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TDCJ

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	1,511	1,511
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	4,013	4,013
IBM Application Tapes in Storage - VTS	GB	32,653	32,653
IBM Offsite Tape Storage	Tape/Reel	10	20

Print and Mail Services			
Print Images	Images	504,542	504,542
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	3	2
Silver	Instance	18	5
Bronze	Instance	25	37
UNIX			
Gold	Instance	5	-
Silver	Instance	3	6
Bronze	Instance	4	3
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	3	2
Silver	Instance	11	4
Bronze	Instance	88	89
UNIX			
Gold	Instance	4	-
Silver	Instance	2	-
Bronze	Instance	3	2
Total Service Tier Matrix Instances		169	150

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	6,585	6,585
O365 - Exchange Plan 1	Accounts		
O365 - Exchange Plan 2	Accounts		
O365 - Office Suite E1	Accounts		
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts		
O365 - Educational Plan A3	Accounts		
O365 - Suite E3	Accounts		
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts		
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	5,056
Tier 3 - Slow I/O Limited Transaction	GB	-	3,026
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	2,478	24,382
Offsite Tape Storage	Tapes	67	120
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	21,004	21,457
Tape and Backup			
Server Tape Stored - TSM	GB Stored	4,536	12,905
Server Tape - Other	GB Writes	28,980	23,776
Offsite Tape Storage	Tapes	1,546	367
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TDI

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services			
Print Images	Images	309,918	309,918
Mailing Insertions	Inserts	70,840	70,840
Courier	Jobs Delivered	1,222	1,222

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	30	37
Silver	Instance	19	8
Bronze	Instance	7	18
UNIX			
Gold	Instance	6	3
Silver	Instance	-	4
Bronze	Instance	3	6
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	1
Silver	Instance	3	1
Bronze	Instance	5	5
UNIX			
Gold	Instance	6	-
Silver	Instance	-	-
Bronze	Instance	4	2
Total Service Tier Matrix Instances		85	85

Utility Servers			
Email Accounts - Consolidated	Accounts	1,784	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	1,775
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	16,032	39,909
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	28,483	53,618
Offsite Tape Storage	Tapes	332	524
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	15,266	1,555
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	70,186
Server Tape - Other	GB Writes	35,498	7,865
Offsite Tape Storage	Tapes	545	113
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TDLR

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	6	10
Bronze		Instance	4	1
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	6	-
Bronze		Instance	2	1
UNIX				
Gold		Instance	-	-
Silver		Instance	1	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			19	12
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	404	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	360
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	80
Tier 2 - Business Critical		GB	-	3,492
Tier 3 - Slow I/O Limited Transaction		GB	-	600
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	14,364	19,699
Offsite Tape Storage		Tapes	36	36
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	5,066	1,196
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Server Tape - Other		GB Writes	10,204	1,484
Offsite Tape Storage		Tapes	620	885
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TEA

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour		
IBM Mainframe Allocated Application DASD		GB	628	628
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	20,365	20,365
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	352	352
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	40	27
Silver		Instance	21	14
Bronze		Instance	25	29
UNIX				
Gold		Instance	3	5
Silver		Instance	2	-
Bronze		Instance	0	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	78	92
Silver		Instance	50	20
Bronze		Instance	52	33
UNIX				
Gold		Instance	19	18
Silver		Instance	22	14
Bronze		Instance	8	8
Total Service Tier Matrix Instances			319	260
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	1,454	1,454
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	1,261
Tier 2 - Business Critical		GB	-	7,448
Tier 3 - Slow I/O Limited Transaction		GB	-	5,738
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	9,602	53,739
Offsite Tape Storage		Tapes	168	185
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	96,413	55,303
Tape and Backup				
Server Tape Stored - TSM		GB Stored	74,494	512,143
Server Tape - Other		GB Writes	62,281	74,682
Offsite Tape Storage		Tapes	9,866	10,895
Other Storage				
Optical Storage		GB	-	
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	

Resource Baseline Units

Agency: TFC

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	38,969	38,969
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	4	2
Silver		Instance	2	-
Bronze		Instance	11	7
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	1	-
Silver		Instance	1	-
Bronze		Instance	2	1
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			21	10
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	550	1,116
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	2,768	1,108
Offsite Tape Storage		Tapes	34	16
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	-	36
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	1,826
Server Tape - Other		GB Writes	-	-
Offsite Tape Storage		Tapes	-	-
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: THECB

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour		
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	113,981	113,981
Mailing Insertions		Inserts	90,131	90,131
Courier		Jobs Delivered	134	134
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	31	21
Silver		Instance	12	8
Bronze		Instance	4	16
UNIX				
Gold		Instance	1	2
Silver		Instance	2	1
Bronze		Instance	2	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	2
Silver		Instance	4	1
Bronze		Instance	6	6
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			62	57
Utility Servers				
Email Accounts - Consolidated		Accounts	337	337
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	7,053	15,842
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	25,242	79,869
Offsite Tape Storage		Tapes	282	246
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	7,053	526
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	15,991
Server Tape - Other		GB Writes	4,875	3,132
Offsite Tape Storage		Tapes	2,549	2,689
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TJJD

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	9	9
CPU Hour - Specialty Engine		CPU Hour		
IBM Mainframe Allocated Application DASD		GB	129	129
IBM Application Tapes in Storage - VTS		GB	540	540
IBM Offsite Tape Storage		Tape/Reel	-	133
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	10	12
Silver		Instance	34	1
Bronze		Instance	3	13
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	14	7
Silver		Instance	42	5
Bronze		Instance	1	11
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			104	49
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	6,504
Tier 3 - Slow I/O Limited Transaction		GB	-	125
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	8,341	92,126
Offsite Tape Storage		Tapes	299	405
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	17,246	2,104
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	1,421
Server Tape - Other		GB Writes	13,862	14,643
Offsite Tape Storage		Tapes	103	161
Other Storage				
Optical Storage		GB	-	
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TPWD

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour		
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	1	1
Silver		Instance	19	10
Bronze		Instance	5	7
UNIX				
Gold		Instance	0	1
Silver		Instance	2	1
Bronze		Instance	2	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	2	-
Silver		Instance	26	15
Bronze		Instance	27	23
UNIX				
Gold		Instance	7	6
Silver		Instance	10	6
Bronze		Instance	24	12
Total Service Tier Matrix Instances			125	82
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	3,734	-
O365 - Exchange Plan 1		Accounts	-	3,000
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	3,804
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	10,698	35,344
Offsite Tape Storage		Tapes	110	188
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	32,273	14,460
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	4,713
Server Tape - Other		GB Writes	121,345	69,303
Offsite Tape Storage		Tapes	1,512	1,169
Other Storage				
Optical Storage		GB	-	
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	

Resource Baseline Units

Agency: TSLAC

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour	CPU Hour	-	-	-
CPU Hour - Specialty Engine	CPU Hour	-	-	-
IBM Mainframe Allocated Application DASD	GB	-	-	-
IBM Application Tapes in Storage - VTS	GB	-	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-	-
Print and Mail Services				
Print Images	Images	-	-	-
Mailing Insertions	Inserts	-	-	-
Courier	Jobs Delivered	-	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold	Instance	15	-	-
Silver	Instance	2	-	-
Bronze	Instance	4	13	-
UNIX				
Gold	Instance	1	-	-
Silver	Instance	1	-	-
Bronze	Instance	1	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold	Instance	-	-	-
Silver	Instance	1	-	-
Bronze	Instance	-	1	-
UNIX				
Gold	Instance	-	-	-
Silver	Instance	-	-	-
Bronze	Instance	-	-	-
Total Service Tier Matrix Instances		25	14	
Utility Servers				
Email Accounts - Consolidated	Accounts	243	243	
Email Accounts - Remote	Accounts	-	-	
O365 - Exchange Plan 1	Accounts	-	-	
O365 - Exchange Plan 2	Accounts	-	-	
O365 - Office Suite E1	Accounts	-	-	
O365 - Office Suite G1	Accounts	-	-	
O365 - Kiosk Workers Plan 1	Accounts	-	-	
O365 - Educational Plan A3	Accounts	-	-	
O365 - Suite E3	Accounts	-	-	
O365 - Suite G3	Accounts	-	-	
Hosted Secure	Accounts	-	-	
Enterprise File and Print	Instance	-	-	
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed	GB	-	-	-
Tier 2 - Business Critical	GB	8,007	4,291	
Tier 3 - Slow I/O Limited Transaction	GB	-	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-	-
Tape and Backup				
Server Tape Stored - TSM	GB Stored	6,711	7,028	
Offsite Tape Storage	Tapes	8	34	
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared	GB	-	1,321	
Tape and Backup				
Server Tape Stored - TSM	GB Stored	-	6,065	
Server Tape - Other	GB Writes	-	-	
Offsite Tape Storage	Tapes	-	-	
Other Storage				
Optical Storage	GB	-	-	
Miscellaneous Server Services				
Hardware Services Charges (HSC)	N/A	-	-	
Software Charge (SSC)	N/A	-	-	
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-	
Appliances	Appliance	-	-	

Resource Baseline Units

Agency: TVC

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	4	3
Silver		Instance	-	-
Bronze		Instance	-	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			4	3
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	225
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	15
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	124
Tier 2 - Business Critical		GB	-	127
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	150	3,382
Offsite Tape Storage		Tapes	6	8
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	499	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Server Tape - Other		GB Writes	-	-
Offsite Tape Storage		Tapes	-	-
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TWC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	1,737	1,737
CPU Hour - Specialty Engine	CPU Hour	139	139
IBM Mainframe Allocated Application DASD	GB	2,453	2,453
IBM Application Tapes in Storage - VTS	GB	93,819	93,819
IBM Offsite Tape Storage	Tape/Reel	124	44

Print and Mail Services			
Print Images	Images	6,073,182	6,073,182
Mailing Insertions	Inserts	1,621,219	1,621,219
Courier	Jobs Delivered	696	196

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	-
Silver	Instance	1	-
Bronze	Instance	1	-
UNIX			
Gold	Instance	22	21
Silver	Instance	5	-
Bronze	Instance	28	22
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	32	23
Silver	Instance	16	34
Bronze	Instance	94	26
UNIX			
Gold	Instance	4	1
Silver	Instance	0	2
Bronze	Instance	10	1
Total Service Tier Matrix Instances		216	130

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	6,471
Tier 2 - Business Critical	GB	-	6,155
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	40,918	38,998
Offsite Tape Storage	Tapes	315	93
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	34,094	69,485
Tape and Backup			
Server Tape Stored - TSM	GB Stored	15,092	48,100
Server Tape - Other	GB Writes	6,657	-
Offsite Tape Storage	Tapes	5,281	395
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: WDB

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour		
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	4	2
Silver		Instance	32	15
Bronze		Instance	12	13
UNIX				
Gold		Instance	1	-
Silver		Instance	2	-
Bronze		Instance	2	-
Total Service Tier Matrix Instances			53	30
Utility Servers				
Email Accounts - Consolidated		Accounts	-	-
Email Accounts - Remote		Accounts	425	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	10
O365 - Office Suite E1		Accounts	-	325
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	-	-
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Offsite Tape Storage		Tapes	592	-
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	52,804	28,291
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	
Server Tape - Other		GB Writes	42,545	32,500
Offsite Tape Storage		Tapes	-	472
Other Storage				
Optical Storage		GB	-	
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-

Resource Baseline Units

Agency: TxDOT

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	235	235
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	1,536	1,536
IBM Application Tapes in Storage - VTS	GB	12,122	12,122
IBM Offsite Tape Storage	Tape/Reel	1,233	687

Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	10	-
Silver	Instance	63	49
Bronze	Instance	13	9
UNIX			
Gold	Instance	6	-
Silver	Instance	8	4
Bronze	Instance	5	1
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	37	14
Silver	Instance	262	31
Bronze	Instance	251	463
UNIX			
Gold	Instance	11	3
Silver	Instance	9	5
Bronze	Instance	4	8
Total Service Tier Matrix Instances		679	587

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	12,813	-
O365 - Exchange Plan 1	Accounts	-	9,400
O365 - Exchange Plan 2	Accounts	-	100
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	3,000
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	73
Tier 2 - Business Critical	GB	-	11,786
Tier 3 - Slow I/O Limited Transaction	GB	-	62
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	106,169	184,397
Offsite Tape Storage	Tapes	509	510
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	186,959	100,979
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	128
Server Tape - Other	GB Writes	435,983	194,446
Offsite Tape Storage	Tapes	7,281	10,933
Other Storage			
Optical Storage	GB	63	-

Miscellaneous Server Services			
Hardware Services Charges (HSC)	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: ASU (non-billable; see Exhibit 4, Section 20)

Resource Description		Units	Stub Period	Year 1
Mainframe Services				
IBM				
CPU Hour		CPU Hour	-	-
CPU Hour - Specialty Engine		CPU Hour	-	-
IBM Mainframe Allocated Application DASD		GB	-	-
IBM Application Tapes in Storage - VTS		GB	-	-
IBM Offsite Tape Storage		Tape/Reel	-	-
Print and Mail Services				
Print Images		Images	-	-
Mailing Insertions		Inserts	-	-
Courier		Jobs Delivered	-	-
Server Services				
Service Tier Matrix				
Consolidated Data Centers Support (ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	1	1
Silver		Instance	10	10
Bronze		Instance	-	-
UNIX				
Gold		Instance	10	10
Silver		Instance	17	17
Bronze		Instance	-	-
Non-Consolidated Support (non ADC/SDC)				
Intel (Wintel, Novell, Linux, non-Unix)				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
UNIX				
Gold		Instance	-	-
Silver		Instance	-	-
Bronze		Instance	-	-
Total Service Tier Matrix Instances			38	38
Utility Servers				
Email Accounts - Consolidated		Accounts	1,658	1,658
Email Accounts - Remote		Accounts	-	-
O365 - Exchange Plan 1		Accounts	-	-
O365 - Exchange Plan 2		Accounts	-	-
O365 - Office Suite E1		Accounts	-	-
O365 - Office Suite G1		Accounts	-	-
O365 - Kiosk Workers Plan 1		Accounts	-	-
O365 - Educational Plan A3		Accounts	-	-
O365 - Suite E3		Accounts	-	-
O365 - Suite G3		Accounts	-	-
Hosted Secure		Accounts	-	-
Enterprise File and Print		Instance	-	-
Server Storage				
Consolidated Data Centers (ADC/SDC)				
Enterprise Storage				
Tier 1 - Mission Critical - High Speed		GB	-	-
Tier 2 - Business Critical		GB	12,000	12,000
Tier 3 - Slow I/O Limited Transaction		GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	53,685	53,685
Offsite Tape Storage		Tapes	260	260
Non-Consolidated Service Locations				
Disk Storage				
Dedicated and Shared		GB	-	-
Tape and Backup				
Server Tape Stored - TSM		GB Stored	-	-
Server Tape - Other		GB Writes	54,402	54,402
Offsite Tape Storage		Tapes	-	-
Other Storage				
Optical Storage		GB	-	-
Miscellaneous Server Services				
Hardware Services Charges (HSC)		N/A	-	-
Software Charge (SSC)		N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers		N/A	-	-
Appliances		Appliance	-	-